



HAYS COUNTY JOB POSTING

Job Title	Emergency Communications Officer	Job Number	618-0515-022916
Department Head	Hays County Sheriff	Date Open	February 29, 2016
Salary Range Min.	\$2,840.94 Monthly	Application Deadline	Open Until Filled

This permanent posting allows the department to maintain a pool of applicants from which future vacancies will be filled.

Applicants should be aware that there may or may not be a vacancy at the time applications are submitted.

Applicants must be over the age of 18 and able to work any shift, holidays, and weekends

Applicants may be subject to a pre-interview skills test

Individuals in this position serve at the pleasure of the current elected official

Education and Skill Requirements

- High School Diploma or GED
- Keyboarding skills (Typing speed of no less than 30 wpm required)

Other Qualifications, Certificates, Licenses, Registrations

- Must successfully complete prescribed training program and obtain required certifications after employment as outlined in the Job Description.

Required Skill

- Exceptional skill in assessing, evaluating, and prioritizing incidents; acting in accordance with the level of urgency necessary for the circumstance
- Exceptional skill in providing instructional aid and guidance to callers
- Exceptional skill in developing and maintaining effective and ethical interpersonal relations
- Exceptional skill in workload organization to enable multiple functions to be completed on time
- Exceptional skill in maintaining calm demeanor during emergencies
- Exceptional skills reading maps quickly and accurately and provide accurate directions as required
- General skill in interacting with several people from varying agencies simultaneously
- General skill in following both oral and written instructions
- General skill in operating standard office equipment, such as copiers, calculators, telephones.
- General skill in operating emergency communications equipment, such as computer-aided dispatch system (CAD), a complex radio system, computerized phone systems, and an extensive mapping system.
- General skill in establishing and maintaining cooperative, effective and productive working relationships using tact, patience and courtesy with supervisors, co-workers, vendors, outside agencies, and the general public
- Work closely with others in a compatible and mutually supportive way with a teamwork concept.
- Exceptional skill in interacting with people in stressful emergency and non-emergency situations
- General organizational skills
- Ability to speak clearly and concise on the radio and telephone.
- General skill to coordinate and communicate firmly with diverse, demanding, and sometimes hostile people while maintaining contact and monitoring status of responders
- Ability to accurately hear and simultaneously document information verbally provided using the computer aided dispatch (CAD) logs
- Ability to communicate clearly and concisely both verbally and in writing
- Ability to remain calm and professional while questioning callers who may be verbally abusive emotionally upset, uncooperative or frightened
- Ability to work in a high stress and structured environment
- Ability to take direction, work independently and as part of a group
- Ability to monitor security closed circuit television cameras
- Must possess the ability to speak and record information using acceptable English grammar and spelling

Requisition Notes

Under direct supervision, the Emergency Communications Officer assists citizens and Public Safety Personnel in requests for emergency and non-emergency service. An Emergency Communication Officer receives requests for assistance via 911 or non-emergency phone lines, evaluates the type of assistance needed, dispatches appropriate public safety personnel (Police, Fire, EMS) through the use of a complex public safety radio system and then provides the caller with pre-arrival instructions. The ability to communicate effectively, multi-task and make sound decisions within a high stress environment is essential to job performance. This position requires skilled use of a computer aided dispatch system (CAD), a complex radio system and multiple computer databases/software. This position serves as the communication link between the public and public safety personnel. The effectiveness of the employee's work affects the operation of the well-being of the public and public safety personnel.

Hays County is an EEO employer. In compliance with the Americans with Disabilities Act, Hays County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer. An offer of employment is contingent upon successful completion of background checks, including reference checks, criminal history and drivers' license checks, if applicable. For more information call 512-393-7788. Email communication should be sent to hr@co.hays.tx.us. In order to be considered for this job a completed Hays County Sheriff's Office Application form must be submitted to Hays County Sheriff's Office, 1307 Uhland Road, San Marcos, TX 78666. Applications are available at Hays County Sheriff's Office, 1307 Uhland Rd, San Marcos, Texas 78666 or at the county's website: www.co.hays.tx.us.